

Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for April 2007

Total Calls: 703 **Avg. Call Length:** 58 seconds

Male: 55%
Female: 45%

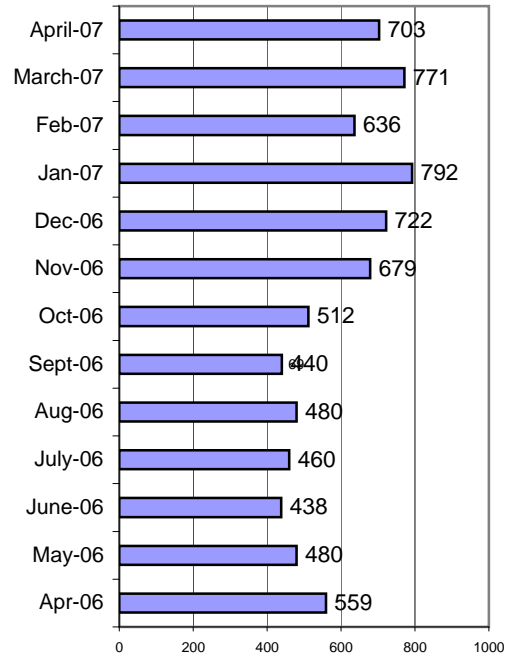
Day of Week:

Monday 20%
Tuesday 11%
Wednesday 10%
Thursday 17%
Friday 17%
Saturday 13%
Sunday 12%

Time of Day:

Midnight - 8 a.m. 14%
8 a.m. - Noon 20%
Noon - 4 p.m. 26%
4 p.m. - 8 p.m. 21%
8 p.m. - Midnight 19%

Previous Year Call Totals



Topics:

Casino info/banning	37	5%
Gambler's Anonymous info	23	3%
Lottery issue/question	19	3%
Media/Press	0	0%
Need local # for treatment center	61	9%
Other gambling related issue/?	8	1%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	6	1%
Treatment inquiry for self	138	20%
Treatment inquiry for other	42	6%
Other	371	53%

Outcomes:

Instructed to contact casino	34	5%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	0	0%
Referred to Iowa Lottery	20	3%
Referred to national number	48	7%
Referred to treatment provider	164	23%
Request sent/referral to ISAIC	7	1%
Supplied requested info	72	10%
Unable to assist	1	0%
Other	362	51%

Caller's Relationship to Gambler:

Child	9
Educator/Counselor	0
Friend	10
Husband	1
Other	4
Other relative	6
Parent	7
Self	187
Wife	4

Referrals:

ADDS of Southeast Iowa (11)	9	5%
Allen Memorial Hospital (4)	11	7%
Central Iowa Gambling Treatment (7)	45	27%
Central Iowa Gambling Treatment (10)	1	1%
Community and Family Resources (2)	2	1%
Eastern Iowa Center (8)	40	24%
Family Service (9)	19	12%
Jackson Recovery Centers (6)	8	5%
Northwest Iowa Treatment (1)	3	2%
Substance Abuse Services (5)	14	9%
Prairie Ridge Treatment Center (3)	12	7%

The number behind the agency name refers to the service area it covers

Where Caller Heard About Helpline:

2-1-1	1
Billboards	14
Casino	26
Family	3
Friends	3
Lottery	19
Newspaper	0
Radio	5
Other	2
Spouse/Partner	3
TV	24